Why sparks coming from the back when plug in the power port

Actually, JADENS products are 100% pass quality test before the sale, and generally, each product has the life and quality they ought to have. We provide a one-year warranty for our products, If you encounter any problems with the product, please feel free to contact us.

Email : support@jadens.com
Phone: 1-800-752-7660 **(The phone NO. can be reached from AM 9:00 to PM 10:00 at New York Time).**

We JADENS company will be 100% high-quality one-stop after-sales service -- U.S. after-sales, We guarantee your satisfaction!

- Problem: The printer generate sparks when plug in the power port.

- Solution: We've knew your problem that the label printer will create sparks when you connect the power cable to the label printer. But please don't worry, the reason is not the printer is broken. The problems will be solved If you operates as the following step:

1. Before connecting the power cable to the printer, make sure triangle plug disconnects plug seat.
2. The interface also creates sparks if you **immediately** plug the power cable into printer after unplugging the triangle plug from plug seat. So you can wait for a few seconds after unplugging the triangle plug.